

Abstract

Contacts are managed within a contact centre by representing each contact as a software object which contains skillset and priority identifiers. Contact objects
5 are queued relative to one another by means of references to and/or from the object(s) immediately ahead of and behind each contact. In this way a conventional queue can be dispensed with. Queries can be made to a plurality of contact centres across a network to identify objects matching certain criteria at the top of each local queue. In this way a set of local queues substitutes for a network
10 queue providing increased resilience in the case of the failure of any individual component of the network or of the network itself.